



REPRO POLICY FOR EXCEPTIONAL CIRCUMSTANCES EVENTS



**Repro policy for Alitalia flights cancellation
due to persisting of exceptional circumstances related to
coronavirus emergency (COVID-19)**

**Version # 2
March 11th 2020**

REPRO POLICY

PASSENGERS HOLDING ALITALIA TICKET (055) BOOKED ON CANCELLED FLIGHTS

Passengers holding Alitalia tickets (055) booked on Alitalia (AZ) flights cancelled for persisting of **exceptional circumstances** related to coronavirus emergency (COVID-19), are entitled to ask for:

TRAVEL DATE CHANGE (REBOOKING)

In case of original flight reservations:

- **AZ operating**
rebooking without penalty, in the same booking class as original booking or in the first available class, same cabin.
- **AZ marketing - other operating carriers**
rebooking without penalty, exclusively in the same booking class as original booking, same cabin.

Rebooking will be performed by Travel Agents, for tickets previously issued by Travel Agents or by Contact Centre Alitalia.

For all other conditions, fare rules of purchased ticket will be applied.

The change of reservation and re-issuance of tickets must be issued no later than May 31st2020.

Electronic tickets must be revalidated and/or reissued without penalty by Travel Agencies and/or Contact Centers, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19**

VOUCHER (TCV)

In case passenger does not accept rebooking without penalty he will be entitled to ask for a voucher (TCV) for an amount equal to the value of the ticket purchased or its residual value, valid for the purchase of other Alitalia tickets to any destination served by Alitalia to be used within one year from the date of issue.

Issuance will be performed by Alitalia Contact Center.

Voucher (TCV) must be issued no later than May 31st2020.

REFUND

In case passenger does not accept rebooking without penalty and/or voucher (TCV), Alitalia Customer Center or Travel Agencies, for their own tickets, will proceed with refund of ticket for an amount equal to the value of the ticket purchased or its residual value.

Refund will have to be requested **within May 31st2020** and will be processed in the original form of payment.

AWARD MILLEMIGLIA TICKET

Rebooking and revalidation of the award ticket will have to be performed within **May 31st2020**.

In case of original flight reservations on:

- **AZ operating**

MilleMiglia passengers can be re-protected by **Contact Center Alitalia**, using **same award classes** or the **first higher available class, same cabin**.

- **Prime Partner SkyTeam and other Frequent flyer Partners**

MilleMiglia passengers can be re-protected by **Contact Center Alitalia**, using **following matrix AWARD dedicated classes**.

SkyTeam Partners: SU, AR, AM, UX, CI, MU, GA, KQ, KE, ME, SV, RO, VN, MF, OK, DL, AF, KL.

AWARD dedicated classes:

		Economy	Business
SkyTeam	All SkyTeam carriers <i>(DL and OK excluded)</i>	X	O
	Delta (DL)	N	O <i>(Business for International, "Domestic First Class" for Domestic)</i>
	CSA (OK)	E	Z
Other FFP partner	Etihad Airways (EY)	N	I
	Air Serbia (JU)	N	I
	Virgin Australia (VA)	X	Z
	GOL (G3)	X	I <i>(Comfort Class)</i>
	All Nippon (NH)	X	I

Passengers not willing to travel can ask for **Miles credit back and taxes refund**

Rebooking or refund will be performed by **Alitalia Contact Center**

